



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Orthodontists and Managed Care Organizations (MCOs)
participating in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO Special
DATE 6/14/2005

SUBJECT: Coverage of Orthodontics Billing Procedures for Medicaid, FAMIS,
and FAMIS Plus Children – Effective July 1, 2005

The purpose of this memorandum is to provide pertinent billing information to orthodontists for children currently receiving treatment that are covered by the Medicaid, FAMIS, or FAMIS Plus programs during the transition to the new *Smiles For Children* program. This is a follow-up to the June 10, 2005, Medicaid Memo sent to all dentists summarizing the new *Smiles For Children* program to be implemented July 1, 2005.

The key issues for orthodontists during this transition are summarized below:

FOR PAYMENTS DUE FOR ORTHODONTIC SERVICES RECEIVED THROUGH JUNE 30, 2005

- Payment for services rendered through June 30, 2005, is the responsibility of the current payer (fee-for-service/managed care organization) where the individual is enrolled.
- Continue to bill the current payer for dates of service through June 30, 2005. DMAS will pay only the amount outstanding for dates of service on or after July 1, 2005.

FOR PAYMENTS DUE FOR ORTHODONTIC SERVICES BANDED PRIOR TO JULY 1, 2005

- For patients “banded” before June 30, 2005, and where there is an outstanding balance due on July 1, 2005, DMAS will pay the balance in one installment (excludes any monies owed by the current payer as described in the section above). By the end of June 2005, DMAS will issue a final Prior Authorization (PA) letter for each individual that DMAS records (including those of any MCOs) reflect a balance due. If the amount on your PA letter does not match your outstanding balance, please call Patti Davidson at 804-786-8453.

- To collect the balance due, follow the steps below:
 1. Submit a claim with a date of service of July 1, 2005;
 2. Use the CDT code of D8999 and bill the remaining balance owed as listed in the PA letter you received from DMAS;
 3. Write the PA number in the appropriate Locator on the ADA form used; and
 4. Submit the claim to the following address:

Virginia Department of Medical Assistance Services
Dental
P.O. Box 27431
Richmond, VA 23261

FOR ORTHODONTIC SERVICES BANDED ON OR AFTER JULY 1, 2005

- Doral is responsible for payment of prior authorized orthodontic services to children who are “banded” on or after July 1, 2005.
- Doral will honor prior authorizations that were granted by fee-for-service or one of our contracted managed care organizations (MCOs). It is not necessary to get these services authorized again.
- For “bandings” on or after July 1, 2005, reimbursement for braces will be increased from \$2,860.00 to \$3,509.22. Payment will be made over the first 12 months using the current fee-for-service quarterly reimbursement method (40% at banding and 20% each quarter thereafter).
- New PA requests for orthodontic services should be sent to Doral at the following address:

Doral Dental USA, LLC – VA Authorizations
12121 N Corporate Parkway
Mequon, WI 53092

Thank you very much for your participation in ***Smiles For Children***. Please advise parents that they can call ***Smiles For Children*** at 1-888-912-3456 after July 1, 2005, with questions about dental services or for assistance in finding a dentist.

SMILES FOR CHILDREN CALL CENTER

If you have any dental service questions, please contact the ***Smiles For Children*** Call Center at 1-888-912-3456. Doral has dedicated provider relations staff to answer any questions you may have regarding the ***Smiles For Children*** program. The ***Smiles For Children*** Call Center is

available Monday through Friday from 8:00 a.m. to 6:00 p.m. (Eastern Time), except on state holidays, to answer questions.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

Providers may access recipient eligibility information through Doral's Interactive Voice Response (IVR) system by calling 1-888-912-3456 or online through the "Providers Only" section of Doral's website at www.doralusa.com. Both options are available 24 hours a day, seven days a week at no cost to the provider.

COPIES OF MANUALS

The *Smiles For Children* Office Reference Manual outlines policies and procedures that dental providers should follow for services rendered on or after July 1, 2005, under the *Smiles For Children* program. Doral will be sending all participating providers an Office Reference Manual. This manual and other important information can also be accessed on Doral's website at www.doralusa.com.

DMAS will continue to make its *Dental* Provider Manual available to providers on the DMAS website at www.dmas.virginia.gov. Please refer to this manual for procedures that should be followed for services rendered prior to July 1, 2005. If you do not have access to the Internet or would like a paper copy of the DMAS *Dental* Provider Manual, you can order it by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. This newsletter will contain information pertinent to all providers and various aspects of the Medicaid and FAMIS programs, not just the dental program. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.